

HOW WE PRIORITIZE PROJECTS



Criteria are the important topics we are considering as we develop the Integrated Water Master Plan.* By evaluating our performance in these key areas, we can decide what should be included in the plan.

**The project team (HDR and IRC staff) are developing criteria that will help prioritize investments and projects.*

	This Criteria Includes:	Examples:
Customer Experience	Improving quality, delivery and response time.	Upgrading infrastructure to prevent service issues.
	Maintaining existing service levels and quality of life for customers during construction and operation.	Keeping operations as normal as possible by reducing noise and impact during construction.
Environment	Promoting conservation of natural resources and minimizing negative impacts on the environment.	Prioritizing the environment and using resources wisely.
	Going above and beyond regulatory standards to align with other local and regional goals for the environment (energy, roads, parks, etc.)	Doing more than what is required to protect the environment for everyone.
Infrastructure	Addressing risks related to asset or system failure.	Making necessary updates and fixes before things break.
	Minimizing negative impacts of and facilitating recovery from external threats such as severe weather, climate change, and cybersecurity risks.	Preparing for storms and other natural disasters or events to keep the system working during and after emergencies.
Public Health	Addressing potential or future hazards to public health and safety.	Making improvements to prevent water contamination and similar risks that affect public health.
	Exceeding water quality standards for drinking water and wastewater beyond regulations for aesthetic benefits (taste, odor, etc.)	Making changes that make the water taste and smell better even though it's already safe to drink.
Financial Stability	Exploring opportunities for new, expanded or external funding to support projects.	Utilizing grants, partnerships and other financial sources to help offset costs.